



SIGNAL online

Archives

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1. SOLS SERVICE –

Service during the December holiday period

The SOLS offices will be closed from 5 pm on Friday, December 22, 2006 until the morning of Tuesday, January 2, 2007. The SOLS delivery service will also be closed during that same period of time.

During the week of December 18th, the SOLS delivery routes will operate on the regular schedule with the exception of Route J. For Route J only, there will be NO delivery service on Friday, December 22, 2006. Those libraries on Route J have been notified of the route changes for Thursday, December 21, 2006.

2. SOLS RECEPTION AT OLA CONFERENCE –

to be held on Thursday, February 1, 2007

You are cordially invited to a reception hosted by Southern Ontario Library Service during the Ontario Library Association (OLA) Conference. Please mark Thursday, February 1, 2007 from 12:00 noon to 2:00 p.m. in your calendars and watch for the invitation in the mail. We will be providing a light luncheon in the Caledon Room at the Intercontinental Hotel.

3. CONNECTIVITY SURVEY

The Ministry of Culture has asked Southern Ontario Library Service (SOLS) to collect information from Ontario's public and First Nations libraries about connectivity, particularly, bandwidth. We will need the information on a branch-by-branch basis. The results will provide the Ministry, SOLS and partners with important and up-to-date information about public library connectivity capacity and needs. This is essential information for developing a longer term strategy for supporting connectivity needs.

The Connectivity survey will be conducted by telephone over the next few weeks. Copies of the survey questions were distributed in advance of the telephone calls, having been sent out on December 20th using the SOLSCEO listserv, the OLSLIB-L listserv and the specific listserv for connectivity. In this way, you will be able to collect the necessary information in advance and/or direct us to the appropriate staff member with whom we might speak.

4. KNOWLEDGE ONTARIO –

Please register your library for authentication purposes

Knowledge Ontario (formerly the Ontario Digital Library) is a province-wide collaboration of libraries (public, school, college and university), archives, museums, heritage organizations, educational institutions, and community groups to create an integrated, and interactive digital environment about, and for, Ontarians. While six initial projects were identified as the main components of Knowledge Ontario, work on the Ask Ontario (24/7 virtual reference help), OurOntario.ca (digital cultural content) and Resources Ontario (Online and digital databases) are all in various stages of active development. **As part of Resource Ontario**, all publicly funded libraries in Ontario will be given access to a core suite of digital products. The resources and materials in these databases go beyond what is available on the Internet by offering full text of newspapers, magazines and books. Access to these databases will then be available to Ontarians at home, work, or school. More information is posted on the Knowledge Ontario website.

There is a preview version of the databases available from Thomson Gale (through Knowledge Ontario). In addition to all the databases listed at this site, Knowledge Ontario has also licensed Canadian Reference Centre from Ebsco.

Public access to the Resources Ontario databases will begin on January 1, 2007. Users authenticated on a library system through the web by IP address will have access to the information in the databases. To start the authentication process, all public libraries **need to register**. At the present time, libraries can register for the Thomson-Gale databases by going to their website and following the link to **"Register your institution"**. At that page, there are several choices, including one for "Public Libraries". It is at that point that you will be at the registration page. The second link, "Access Information", provides a list of the public libraries which have already registered with Knowledge Ontario.

While "all sector" training sessions have been held in Toronto, Windsor and Ottawa, there will be specific sessions for public libraries in the new year in both web-based and lab-based training, in public library locations across southern Ontario. More details on the Knowledge Ontario training is included in the SOLS Training Workshops (#12) section of this issue of *Signal*.

5. COOL – CONSORTIUM OF ONTARIO LIBRARIES

COOL continues to offer products – COOL, a buying group for electronic web-based journals, magazines, ebooks

and other products, was first established in 1998 when the group negotiated deals on different electronic products. Since that time, many, many products and services have been offered to libraries through COOL. While libraries will have free access to a series of databases and products from Thomson Gale and Ebsco through the Knowledge Ontario project, COOL will continue to offer consortium purchasing for other electronic products and services. Subscriptions for a number of products and services were announced in the November issue of Signal, including offers for **EBSCO products**, **Facts on File**, **Globe and Mail "Canada's Heritage from 1844"** and **Electric Library Canada** and **Electric Library Elementary**. While the general deadline for these offers has now passed, a library could order a product at any point in the year, and have the subscription pro-rated.

For further details on any of the offers, or for trial access, please contact Brenda Lewis, Information Services Representative, at the SOLS Toronto office by telephone at 416-961-1669, ext. 5130, or 1-800-387-5765, ext. 5130 or by e-mail at blewis@sols.org.

6. INTERLIBRARY LOAN POSTAGE AND POSTAGE REIMBURSEMENT

a) Canada Post's Library Book Shipping Tool – Deadline to register is Monday, January 15, 2007

As part of the interlibrary loan system, items are shared between libraries and transported either by SOLS courier or through Library Book Rate. The Library Book Rate is used to ship interlibrary loan books to SOLS and OLS-North libraries that are not on the SOLS courier routes (about 50 of the 191 libraries in southern Ontario). For items being shipped to these libraries, the postage is paid by the lending library at the time of mailing and covers both the outgoing and the return postage.

Please Note: As of January 15, 2007, only eligible libraries registered with the Canadian Library Association (CLA), who are using one of Canada Post's electronic shipping systems, will continue to have access to Library Book rates. Canada Post considers this registration to be essential in providing them with the necessary information to sustain Library Book rates in the future. Effective Monday, January 15, 2007, all libraries not registered with the Canadian Library Association (CLA) and not using one of Canada Post's electronic shipping systems (with proper barcoded labels) will be charged Regular Parcel rate at the time of mailing for Library Book shipments. This means that for a 1 kg item, it would cost over \$10 compared to the Library Book rate starting at \$0.81.

Further information on using Canada Post's Library Book Shipping Tool to create book rate mailing labels and registration forms are posted on the CLA website and linked to their main page.

b) Postage reimbursement for 2006 – Deadline for submission is Monday, January 15, 2007

This message also went out on the SOLSINFOADMIN listserv and the various delivery service listservs on December 8th. SOLS compensates its member libraries for library book rate postage charges incurred to send interlibrary loan items to:

- public libraries in SOLS that are not on the SOLS courier
- public libraries in OLS-North

SOLS does not reimburse library mail rate for mailing interlibrary loan items to:

- non public libraries in Ontario (i.e. universities)
- libraries outside Ontario
- libraries on the SOLS courier
- branch libraries, if the main branch is served by SOLS courier

You will need to have 2006 claims entered by January 15, 2007. There is a link for the online claim form on the "INFO Interlibrary Loan - Procedures" section of the SOLS website. You need a username and password to use the form. If you do not have these, please contact the SOLS Helpdesk at helpdesk@sols.org or by telephone at 1-800-387-5765, ext. 4. You can reach these pages from the main SOLS page or use the direct link to the online Postage Reimbursement Form for 2006.

PLEASE NOTE: There is a link on the current postage reimbursement page to a new page to enter your 2007 claims. This will be renamed back to the current page when the January 14th deadline for entering your 2006 claims has passed.

7. VDX DURING THE DECEMBER HOLIDAY PERIOD

a) VDX Request Freeze over the December holiday period

Many Interloan departments will be closed over the Christmas/New Year holiday period. Consequently, INFO VDX has been configured to freeze requests from moving on to the next location in a rota for the period from Friday, December 22, 2006 to Tuesday, January 2, 2007. If your library is shutting down during that period, you need **not** notify the SOLS Helpdesk, as this blanket rota freeze will cover it. If your library will shut down much earlier than that, do let Helpdesk know, so we can suspend your location. Interloan requests can still be issued during this time and will go to the first location but will not move on unless that first location deals with it.

b) VDX Housecleaning tasks written especially for Lending libraries

Have you been naughty or nice? Have you been unwavering in performing the CHECK IN step in VDX for returned interloan items? Did you know that the borrowing library's request is dependent on the lending library's CHECK IN status update to give it closure? There are borrowing libraries all across the province with vast numbers of Returned items clogging up their Borrower Work Queue that are months and yes... even years old. Just waiting for the CHECKED IN indication to update it so, at last ... sigh ... Closure. No more wondering if the item got "home" safely or is it lost in the mails.

Give a borrowing library (and yourself) the gift of a clean slate to start out the new year.

View [Have you forgotten the Check-In function?](#) to see how to check for items that need the CHECKED IN update along with quick n' easy clean up steps.

8. DOMAIN NAME INFORMATION -

Library.on.ca

We would like to remind libraries that SOLS holds the domain for **library.on.ca** on behalf of public libraries in Ontario. Ontario libraries may find it desirable to advertise their website with 'library' and their municipality name in it. For example: <http://www.jonesville.library.on.ca> rather than <http://www.zippytech.ca/~joneslib>. SOLS does not actually host your web site, but we can redirect any traffic sent to a library.on.ca to the actual server where your web site is hosted.

If you are not already using a library.on.ca address and would like to request one, please contact Gale Thompson at gthompson@sols.org. There is no charge for this service.

9. LISTSERV INFORMATION

In June 2006, the library organization known as the Association of Small Public Libraries of Ontario (ASPLO) was dissolved, with members voting in favour of joining the Federation of Ontario Public Libraries (FOPL). For a number of years, SOLS has hosted both a website and a listserv for ASPLO, with the understanding that both would be dissolved in 2007. The ASPLO listserv will be disbanded in January 2007.

If you are presently a member of the ASPLO listserv, we would encourage you to join our other listservs. There is a general listserv, called OLSLIB-L, that operates from the SOLS server. There are also a few topical listservs, for example, one for those serving teens, and another for those involved in the TD Summer Reading program. As well, some of the area Library Committees (Peterborough, Saugeen area, and Simcoe-Muskoka) have discussion lists, and if you are not subscribed to one already, please contact the appropriate Library Development consultant and ask them to include you.

A list of committees and consultants can be found at:
<http://www.sols.org/librarydev/networking/librarycommittee/index.htm>

A complete list of all the SOLS listservs can be found at:
<http://www.sols.org/librarydev/networking/discussion/index.htm>

10. FUNDING OPPORTUNITIES

Ontario Trillium Foundation- Next deadline is Thursday, March 1, 2007

Under the OTF community program, applications for grants for municipal libraries serving small communities (populations of 20,000 or less) must be submitted through the municipality. Applications for grants for **county libraries** serving small municipalities (populations of 20,000 or less) must be submitted through the County Library Board. Applications for grants for **First Nation libraries** must be submitted through the First Nation's Band Council. A copy of the application process is posted on the Foundation's website at <http://www.trilliumfoundation.org/OTF->

English/new/index.htm. There is also a link to the Trillium website from the main SOLS page at www.sols.org. The grant will continue in 2007 with the first deadline being March 1, 2007 – at 5:00 pm.

The following Trillium grants were announced on November 29, 2006. For a complete list of the grants, please refer to the Trillium Foundation website.

Club Amick, c/o Southern Ontario Library Service - \$325,000 over five years to operate Club Amick, which will provide books, newsletters and related literacy program materials four times annually to more than 3,000 First Nation children in remote Northern Ontario communities.

Cornwall Public Library Environment Science Speaker Series, c/o St. Lawrence River Institute of Environmental Sciences - \$17,200 over one year to promote environmental awareness and scientific literacy in Cornwall and the surrounding areas by organizing an environmental science lecture series at the Cornwall Public Library.

Corporation du Canton d'Alfred et Plantagenet - \$35,000 over one year to purchase books and shelving in order to encourage and increase library use. Building modifications will also be made that will allow patrons to have better access to a section of books.

Township of Bonnechere Valley - \$50,000 over one year to renovate the library, which will provide members of the community with greater accessibility to activities and programs.

Corporation of the Municipality of Tweed - \$29,500 over one year to improve access to library services for over 2,200 patrons in the rural Tweed area through the installation of a new web-based catalogue system and facility improvements at the library.

Municipality of Marmora & Lake - \$50,000 over one year for renovations and accessibility improvements to the public library in Marmora, creating a new local history research area, an improved children's section and a community meeting room.

Municipality of Rideau Lakes - \$25,000 over one year to increase accessibility to services by improving signage and display units at the five rural branches of the library.

Tay Valley Township (around Perth) - \$8,800 to upgrade resources for literacy programs, workshops and information sessions and increase public accessibility to library services.

City of Port Colborne - \$37,900 over six months to purchase new equipment and conduct facility upgrades to the library, which will improve access to circulation and computer services for community members.

Municipality of North Middlesex - \$14,000 over one year to install automatic door openers at all public facilities, improving accessibility and reducing barriers so that all community members can participate in activities.

Township of Springwater - \$24,000 over one year to renovate the circulation desk at the Midhurst Public Library. Improvements to the library will enhance accessibility at the branch, as well as enhance customer service.

Corporation of the Township of Cramahe - \$11,200 over one year to improve public access to information and Internet services for educational, employment, social and general communication purposes by purchasing new computers for the Colborne and Castleton libraries.

Township of Galway Cavendish and Harvey - \$42,100 over eight months to increase the library's operational efficiency and expand its patron services by upgrading the circulation system to an automated, web-based circulation control system.

11. LIBRARY TRUSTEE INFORMATION

a) **Library Board Orientation Kit** - The fifth edition of *Library Board Orientation Kit* was published in 2004. Originally called the *Trustee Orientation Kit*, this publication began in 1991 as a component of the Library Trustee Development program that was led by the Southern Ontario Library Service (SOLS) and supported by Ontario Library Service-North (OLS-N), with the assistance of the Ministry responsible for public libraries. For the first five editions, a print copy was distributed to each trustee and CEO in Ontario public libraries. However, please be aware that for the 2006 round of municipal elections, there will not be a new edition of the *Library Board Orientation Kit*, nor will additional copies of the print version be available for distribution this year.

Through the changes made over five editions, we feel that the text remains just as relevant today as it did in 2004.

Rather than re-distribute a new edition, or more print copies of this edition, we suggest that you continue to use the same copies where there are returning trustees. You might also be able to pass along copies of the *Library Board Orientation Kit* used by retiring trustees, or if you wish, you can make copies of the publication using a print copy that you might have or by using the downloadable copies available in the publications section of the SOLS website.

At that site, you will find several options. You can just add the one page addendum to the front of each existing 2004 kit. To complete the kit revisions, you would also add the pages showing the updated list of "Acronyms and Selected Terms", in Module 1. If you wish to replace the actual pages in each existing kit, where a change has been made, versions of these six individual pages are provided. Again, to complete the kit revisions, you would also add the pages showing the updated list of "Acronyms and Selected Terms", in Module 1. And finally, if you wish to print off new copies of the complete 2004 version of the *Library Board Orientation Kit*, including the six corrected pages, files are provided to you.

If you have any questions about this publication or the update, please contact trustees@sols.org

b) Trustee Training opportunity - In November, a message was sent to all SOLS CEOs regarding OLBA's Conference within a conference, called "*Leadership By Design*", which is set for Friday, February 2, 2007 from 9:00 am to 5:00 pm. This message was also distributed via the various SOLS Trustee Council listservs. "*Library Leadership by Design*" is a six-part all-encompassing board development program that is accessible, affordable and absolutely relevant to the needs of library boards and CEOs. OLBA is focusing on library boards and CEOs who understand the importance of community leadership, espouse the value of public libraries and have the will to embark on this vital leadership opportunity. "*Leadership by Design*" will include a presentation by Glen Murray (see page 9 of the OLA Super Conference 2007 program - "Solutions in a Changing Landscape" for more information). There is FREE registration to the entire OLA SuperConference for first-time library board members and, for all returning library board members, the Early Bird Registration Rate applies right up until the time of the conference. Please note that to register using the FREE offer, you cannot use the on-line form, but must fax your registration form to the OLA office. More information on the OLA Superconference and the "*Leadership by Design*" conference is posted on the OLA website.

12. SOLS TRAINING WORKSHOPS

This fall, SOLS provided a variety of workshop topics. For those of you who took advantage of the opportunity to attend a workshop, we hope that you enjoyed your time. SOLS staff are in the midst of organizing the spring workshop schedule. We expect to have two reader's advisory workshops, one on horror and the other on non-fiction materials, specifically on memoirs and biographies. For managers and CEOs, a workshop on libraries and the law will cover two main topics - privacy issues and children's issues. In addition, we are planning a workshop on service to "twens" and teens, and a workshop for libraries developing and maintaining French collections.

As mentioned earlier in this issue under "Knowledge Ontario" heading, SOLS is organizing training for library staff concerning Knowledge Ontario products. We are planning to hold both web-based training (in January and February) and lab-based training (in April and May) as an introduction to the Thomson-Gale products. The web-based training, called Webinars, is free of charge and each session will last approximately one hour. Webinars are "live" training sessions in which participants view the presentation through their Web-browser and listen to the audio through their telephone. There will be six different times for the one hour Webinars - Tuesday, January 23rd at 10:30 am; Thursday, January 25th at 1:30 pm; Tuesday, January 30th at 10:30 am; Thursday, February 1st at 1:30 pm; Wednesday, February 7th at 10:30 am and Wednesday, February 14th at 1:30 pm.

Registration for the webinars will be available in the training section of the SOLS website on Monday, January 8, 2007. The lab-based training is being planned for 10 different public library locations across southern Ontario in April and May. Registration for those workshops will be handled separately from the webinars, and will occur with the registration for the other regular SOLS workshops.

The workshop program will be distributed to libraries in January, both in print and through our electronic communications of the website and listservs. Watch for further announcements on the workshops in the new year both in *Signal* and on our website.

13. EXCEL - DISTANCE EDUCATION FOR PUBLIC LIBRARIES -

Registration deadline - Friday, January 5, 2007

SOLS has been offering its distance education program, **EXCEL**, since 1988. Over 500 individuals have completed the requirements for the certificate program, and many more have taken specific courses of interest to them. The information about the 2007 Winter semester of the EXCEL program, as well as a registration form, has been posted on the SOLS website. The registration deadline is Friday, January 5, 2007.

In **English**, we are offering the following courses for the Winter semester:

- #1 – Introduction to Public Libraries
- #5 – Library Marketing
- #7 – Collection Development for Children - **revised for this semester**
- #8 – Collection Development for Young Adults
- #9 – Collection Development for Adults
- #11 – Communication Skills
- #12 – Collection Organization - **revised for this semester**
- #16 – Professional Development (web-based)
- #17 – Electronic Information Sources (web-based) – **revised for this semester**

In **French**, we are offering the following courses for the Winter semester:

- 1. Introduction aux bibliothèques publiques
- 6. Principes de base du développement des collections
- 12. Organisation des collections – **révisé**
- 16. Formation Professionnelle

14. TD SUMMER READING PROGRAM 2007 -

Registration deadline is Friday, January 26, 2007

The **theme** for the summer 2007 is "Lost Worlds / Civilisations disparues". The concept includes:

- Archaeology (digs, hieroglyphs, etc.)
- Adventures and expeditions (Indiana Jones, Carmen Sandiego, etc.)
- Time travel
- Hidden treasures & Pirates
- Lost civilizations on Earth, buried cities and lost tribes/empires - Easter Island, Alexandria, Aztec, Vikings, Pharaohs/the Great Pyramids, Toltec warriors, etc.
- Tales & Mythology - Atlantis, Gods and Goddesses
- Mysterious civilizations, enigmas, monoliths - <http://www.crystalinks.com/ancient.html>

The illustrator for the 2007 program is Joe Weissman, from Millbrook, Ontario.

The registration form for 2007 program is now posted on the SOLS website. There is a link from the main SOLS page to the registration form. The deadline for registration will be Friday, January 26, 2007.

15. "TELLING OUR STORIES" –

Judging to be completed January 10, 2007

During Public Library Week, the Federation of Ontario Public Libraries (FOPL) launched **Telling Our Stories**, a province-wide contest that will highlight and celebrate the positive impact of public libraries on the lives of residents of Ontario. The deadline for entering stories was **Thursday, November 30, 2006**, while the deadline for on-line public voting, as well as voting by public library staff and board members, was December 15, 2006.

The final count was that there were 752 stories submitted, with over 15,000 assessments by members of the public and a further 2440 ratings by library staff and board members. The panel of judges has now begun the task of reading and finding the finalists from the 50 top-rated stories. The judges are Brenda Chapman, Denyse Racine, Dianne Papineau, Sylvia Sutherland, and Edo Van Belkom. They will determine the top 3 winners in English and French and the 10 honourable mentions. The judging will be completed by January 10, 2007, at which time, the winners will be notified. The winners will be honoured at the 2007 SuperConference.

16. ACCESSIBILITY STANDARDS

Deadline for on-line public feedback December 31st

In the July and August issues of *Signal*, we provided an overview of the new provincial legislation, **Accessibility for Ontarians with Disabilities Act, 2005** or **AODA**. **AODA** became law on June 13, 2005, with the purpose of achieving accessibility for Ontarians with disabilities by developing, implementing and enforcing accessibility standards respecting goods, services, facilities, accommodation, employment, buildings, structures and premises **on or before January 1, 2025**. Information on the legislation, as well as definitions, is posted at

<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/>

Under the **AODA**, standards set out the rules that will apply to the private and public sectors across the province, and the standards will be developed by a series of **Standards Development Committees (SDCs)**. The SDCs are not agencies of the government, but are made up of members of the community, business, the broader public sector, such as school boards, Ontario government ministries, people with disabilities, and representatives of people with disabilities.

Under **AODA**, four areas of **common** standards will be developed. These are customer service; the 'built' environment, including access to, from and within buildings and outdoor spaces; employment, including employment practices, policies and processes, such as job advertisements and interviewing; and information & communications, such as publications, software applications and websites. In addition, **sector-specific** standards will be developed to address accessibility requirements that may be unique to a particular sector and not covered by the common standards in areas such as transportation. To date, there are SDCs working in Transportation, Customer Service, Built environment, Employment for people with disabilities, and Accessible information and communications.

On October 23, 2006, the Ministry of Community and Social Services posted the proposed standard on accessible customer service for public review and feedback. There is a feedback form on the "Accessibility for Ontarians with Disabilities" section of the Ministry of Community and Social Services website at http://209.167.40.13/review_public/reviewform_eng/

Following the public comment period of 60 days, the Minister will decide what proposed standards will be recommended to become a regulation. Once adopted by regulation under the **AODA**, these standards will provide rules, guidelines or procedures for activities related to the accessibility of goods and services for all Ontarians in both public and private sectors.

Remember that one of the key points to the **AODA** is that the date of 2025 is an end point, not a starting point. While the actual accessibility standards are being developed over the next five years up to the point of 2025, there are barriers which can be removed or prevented right away.

17. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute *Signal*. Several times throughout the month, you may also receive other messages from SOLS. This month, the following messages were distributed:

- On December 1st, Laurey Gillies forwarded a message from Ken Roberts about a Knowledge Ontario meeting that was held to determine how the Knowledge Ontario Board nominees from the public library sector would be selected. The 64 librarians attending this ad hoc group passed the following motion.
That the voting process for determining the public library sector's Knowledge Ontario Board nominees be conducted by the Federation of Ontario Public Libraries, and
That the process be inclusive and not require that library systems be members of the Federation of Ontario Public Libraries, and
That the process be reviewed by the Federation after the first such election takes place.
As a result, the public library sector nominees will be selected (before February 2007) by a vote of Ontario public library systems and the vote will be conducted by the Federation of Ontario Public Libraries.
- On December 11th, Laurey Gillies forwarded another message about public library representation for the Management Committee of Knowledge Ontario and provided key dates for the nomination and voting processes. The deadline for receipt of nominations at the Federation Office is Wednesday, December 20th at 3:00 p.m. On January 3, 2007, all libraries will be mailed candidate profiles and unique access tokens (codes) for voting. The voting polls open on Monday, January 8th, 2007 and close on Friday, January 19th, 2007. On January 22nd, 2007, all public library CEOs will receive an email with the results of the vote. Further information is posted on the Federation of Ontario Public Libraries web site.
- On December 5, 8, 13 and 18th, Sue Walls distributed messages regarding the "Telling our stories" program. In a message on the 19th, the Telling Our Stories committee members and the members of the Marketing Task Force thanked a number of people, including all the libraries and the library community for their support, Frank Biss and Carl Thompson of Counting Opinions, the database managers, for their commitment of time, energy and in-kind support to ensure that all of our libraries have accurate information; Maria Ripley, Executive Assistant at the Federation of Ontario Public Libraries; and OLS-N, SOLS, OLBA, and OPLA for their assistance in ensuring that all libraries received their information in a timely manner. More information on the program is included in this issue of *Signal*.

If you did not receive these messages, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, ext. 4, or by e-mail to helpdesk@sols.org

Disclaimer: For questions, comments and suggestions regarding this website, please Contact SOLS Helpdesk.
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